DEFENSE LOGISTICS AGENCY

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DEFENSE
LOGISTICS
INFORMATION
SERVICE

2 0 0 2 YEAR IN REVIEW

Welcome

Congratulations on a banner year! From the Defense Logistics Agency Team Awards won this year for Business Systems Modernization and the Hazardous Materials Information Resource System to our recognition of the 50th anniversary of the Federal Catalog System and Public Law 436, 2002 exemplified transformations and achievement for the Defense Logistics Information Service.

The Battle Creek Customer Contact Center (BCCCC) has increased our contribution to the nation's post – 9/11 war on terrorism. In the BCCCC, Government and NISH contracted employees work with state-of-the-art processes and technology to provide around-the-clock, around-the-world vital logistics information to U.S. warfighters everywhere….and the BCCCC was cited as "world class" by the Gartner Group in 2002.

With performance and quality metrics normally exceeding 95 percent, centralized DOD cataloging in Battle Creek now bolsters all Army, Navy, Air Force, and Marine Corps acquisition and logistics efforts globally. We provide accurate logistics data to every battalion, air squadron, ship, and maintenance depot in the U.S. Defense arsenal. DLIS also plays an important role internationally. Serving as the U.S. National Codification Bureau (NCB) and as the representative to NATO Allied Committee 135, DLIS sets worldwide cataloging standards and reaches into not just all of the NATO countries but 28 others as well, from Argentina to the United Arab Emirates. And, we train the world as well with our highly touted annual "NCB College."

E-Government imperatives have placed DLIS at the vortex of the Federal Government, industry, and the warfighter in such key areas as: (1) DOD EMALL, a central e-marketplace for Defense buyers which can cut search and transaction costs by over 90 percent; (2) The Central Contractor Registry, a key e-government initiative recognized in the e-Gov Digest as a "Pioneer" system, is a catalog of suppliers for all Federal Agencies; and, (3) The Electronic Commerce Code Management Association Open Technical Dictionary (eOTD), where vendors and suppliers now use XML to produce catalogs – all based upon our Federal Catalog System standards and taxonomy. Increasingly adopted by industry and recognized as a "best practice," the eOTD standardizes and simplifies commerce on the World Wide Web.

None of this could be accomplished without the professional, flexible, practical team players known as the DLIS workforce. With continued strong efforts in employee relations, quality of life, and equal opportunity programs, 2003 and beyond promises continued excellence and improved support to our warfighters. BRING IT ON!
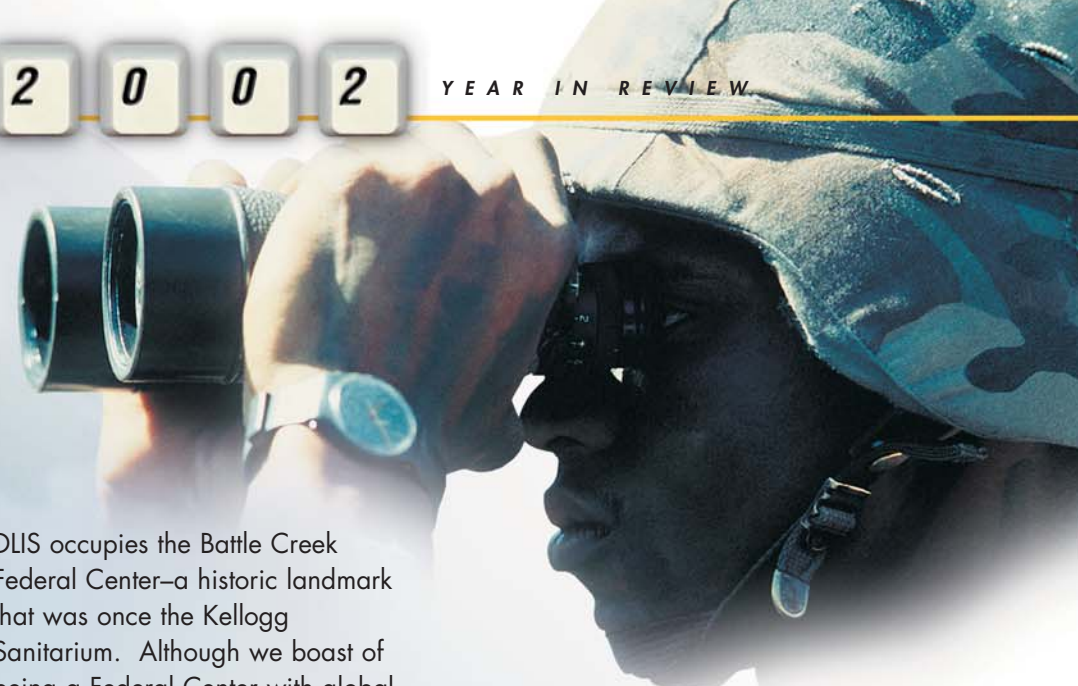
JOSEPH D. CASSEL, JR.
Colonel, USMC
Commander

Welcome to the Defense Logistics Information Service (DLIS). We are a field activity command of the Defense Logistics Agency (DLA), a Department of Defense (DOD) Agency whose mission is to manage supplies and supply chains in support of the Military Services and other DOD activities. This booklet provides you with an overview of who we are and what we do, with particular emphasis on the accomplishments of 2002.

DLIS manages the catalog system for the Armed Forces. All military supplies and equipment, from nuts and bolts to fighter jets and submarines, are listed in this catalog. The catalog plays a vital role in the huge supply chains that sustain our nation's fighting forces. It serves as the common frame of reference that enables buyers in DOD to communicate with the nation's industrial base that produces the supplies and equipment used by the military. Our role is a fairly narrow one. We don't store or issue items. However, our nation's Armed Forces use information from our databases for virtually all logistics business, be it supply, maintenance, or transportation. Our catalog lists nearly seven million items. We pro-vide over 100 different pieces of information on each item. The information is standardized across all Military Services to provide the utmost in interoperability. Through our significant international role, it also provides for interoperability among NATO members and other allies. Some of the information we maintain is used to help protect the environment and we specifically identify items that are environmentally friendly. Moreover, we manage information and systems that assist handlers of hazardous material. We are especially mindful of small business. We recognize that many small businesses do not have sophisticated computer systems to produce the documentation that manages hazardous material. So, we have worked to satisfy their needs by putting capabilities on the internet that assist them in environmental compliance.

The technology through which we manage our large repositories of information is rapidly evolving. The speed and connectivity of the internet is creating new opportunities for business. We are partners with a number of industry groups that are exploring new ways to conduct business in the information age.

DLIS occupies the Battle Creek Federal Center–a historic landmark that was once the Kellogg Sanitarium. Although we boast of being a Federal Center with global responsibilities in the defense of our nation, we take pride in also being a local landmark in the small city of Battle Creek, Michigan. The community in which we live treats us well and we respond by trying to be a good neighbor. DLIS is always prominent at local events whether it's sponsoring the Special Olympics or participating in a food drive. We are proud that our employees are eager to volunteer for worthy causes. They display the same diligence and industry they devote to their professions. The American Federation of Government Employees Local 1626 represents our workforce. Management and Union work in a partnership to promote our mutual goals in providing for national security. Whether you are a customer, a business partner, a neighbor in the community or a member of the DLIS family, we hope you find this booklet both interesting and informative.

Profile

Contents

MISSION:

To create, obtain, manage, and integrate logistics data from a variety of sources for dissemination as user-friendly information to meet or exceed the needs of DOD, Federal, and international logisticians.

VISION:

We are recognized as the premier DOD logistics information broker and as a major broker of logistics information to Federal and international agencies.

Our customer base includes the Combatant Commanders, Military Services, other DOD, Federal, state, local, and non-profit agencies, private industry, international communities, and the general public. Partnering with global customers and suppliers, we create, maintain, identify, integrate data, and disseminate logistics information. We provide exceptional value by using best business practices and emerging technologies.

Our competitive advantage is the experience, talent, and diversity of our workforce. We are a customer-oriented team of logisticians and other professionals working in a knowledge-based organization focused on integrated logistics support.

Our workforce has a unique blend of expertise in integrated logistics, information systems, business process engineering, inter-agency project management, and enterprise data management.

Our core competencies are reinforced by continuous education and training, which ensure those competencies are relevant and maintained at the highest level. Our success is measured by customer satisfaction and being competitive in the global market.

People are the major contributors to the success of the DLIS mission. Our organization continues to invest in its employees by providing them with information and training opportunities needed to accomplish their jobs.

EMPLOYEE PROFILE

TOTAL NUMBER OF EMPLOYEES	1,044
AVERAGE AGE	47 YRS
FEMALE	52%
PEOPLE OF COLOR	14%
REPORTED DISABILITIES	12%
HIGH SCHOOL EDUCATION	99.8%
SOME COLLEGE LESS THAN DEGREE	44%
ASSOCIATES DEGREE	28%
BS/BA DEGREE	22%
MA DEGREE	5%
PhD DEGREE	0.2%

FY02 DLIS BUDGET

LABOR	$64,056,000
NON-LABOR	$62,347,000
TOTAL DOLLARS	$126,403,000

RECRUITMENT INITIATIVES

• A five-year staffing plan was developed to aid managers in identifying current on-board, vacancies, potential retirements, and projected ways of filling job vacancies. Additionally, a brochure and web page were implemented to assist in the recruitment effort along with a plan to partner with local education institutions and job centers.

• We participated in the Hispanic Alliance for Career Enhancement (HACE) Conference in Chicago, IL, at which 62 attendees gained information on jobs from 56 private businesses and 6 Federal Agencies. Primary emphasis

Managing Our Resources

was to gain firsthand information on the HACE network to determine the individual caliber of knowledge and skills that this organization would attract.

- The 2002 Summer Student Employment Program was very successful. Ninety-two diverse high school and college students were employed to help support the DLIS mission. The students received orientation sessions on Federal policies and procedures and the importance of weekly work progress reports. Each student was matched with a mentor. Follow-up evaluation sessions were conducted to track the program as well as the individual progress of every student.

- A mock interview and recruitment session was conducted with Battle Creek students in the Support Training Results in Valuable Employees (STRIVE) Program. Recruitment packets were distributed to all attendees containing detailed guidance on how to apply for summer employment including the requirements for preparing cover letters, resumes, and transcripts for student employment.

- In conjunction with the Summer Student Program, we participated in the Calhoun Area Communities and Schools, "Student" Workforce Investment Act (WIA) Workshop. The purpose of this workshop was to evaluate the summer work experience program along with developing strategies for future employment partnerships.

TELEWORK

In March 2002, DLA reached an agreement with the AFGE Council to implement the Telework Program. This program enables employees to work from their homes one day per week. A survey of interest was conducted last April, with 175 permanent employees expressing an interest. In May, 774 positions, or 76 percent of the workforce were identified as eligible for Telework. Training classes were provided to 349 employees and their supervisors via satellite broadcast.

Currently, there are 111 employees teleworking.

WORKFORCE DEVELOPMENT

To ensure our workforce is empowered to deliver customer excellence, we have devoted much energy to the development of a knowledge-based organization. A team has identified the organization's core competencies and the necessary knowledge, skills, and abilities of the workforce today, along with where we will need to be in the future. The Command emphasis on developing an effective Corporate Training Plan based on input from the employees' Individual Development Plans has helped to ensure that skill gaps are identified and a development plan is in place to close these gaps.

INTERNAL EFFICIENCIES

- The Defense Travel System (DTS) is a DOD automated system that interfaces with other DOD and commercial systems to initiate, perform, and closeout travel

arrangements. DLIS implemented DTS on June 28, 2002 and continues to work with DLA and the Office of the Secretary of Defense (OSD) to test and improve the system. The deployment of DTS at the Battle Creek Federal Center marked the first DLA as well as the first Defense Agency site to begin utilizing DTS. This accomplishment is a tribute to the excellence of our workforce. To assist travelers, a monthly Travelogue containing travel tips was implemented on the DLIS Intranet Web Page.

• We eliminated the stocking, storing, and distribution of all hard copy publications by making them available to users on-line via the DLIS Intranet at http://dlis-intranet.dlis.dla.mil This was accomplished as publications were revised during quarterly review cycles. As of September 1, 2002, all 116 DLIS and DRMS hard copy publi-

cations have been eliminated. This results in increased efficiency for the user by being able to instantly access the publications from their desktop.

• An automated costing program using Access software was implemented at DLIS this year. The software program integrates Defense Business Management System cost data with DLIS's Time and Attendance System cost data, automating over 80 percent of the costing process. As a result of this enhancement, costing is completed in less time, with improved accuracy and accessibility to information when completing cost projections.

• A licensed copy of the latest Pitney Bowes SmartMailer software was purchased to assist in managing address databases, eliminating duplicates or undeliverable addresses and customizing envelopes and mailers with marketing messages. The soft-

ware stores every deliverable address in the U.S. The use of this software saves considerable money on mass mailings.

COMPLIANCE WITH SECTION 508, AMERICANS WITH DISABILITY ACT

Great strides were made in spreading awareness of the Section 508 legislation through a variety of projects, highlighted by the creation of a 508 Smart Book. This book condenses information from various sources into a central reference point. One such project was the identification of a cost effective method for adding

captions to digital media. Efforts are also underway to ensure that all of our Computer Based Training (CBT) logistics courses are 508 compliant. We continue to work closely with the disabled community and remain committed to identifying the best assistive technology solutions for our employees and customers with disabilities.

Managing Our Resources

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Logistics Information Management

DLIS manages information on over six million active items of supply in the Federal Logistics Information System (FLIS). Success of the Military campaigns taking place in the world today requires accurate, standardized, and timely information on items in the supply chain. DLIS is a critical source for much of this information.

DATA ADDED TO FLIS

A new process was implemented to increase the availability and accuracy of Packaging Data in FLIS. Using data from several sources, packaging data transactions for DLA and Air Force managed items were input into FLIS. Approximately 275,000 National Stock Numbers (NSNs) had new packaging data records added and 2.3 million NSNs were updated.

DEFENSE WORKING CAPITAL FUND (DWCF) PROJECT (ANNUAL SURCHARGE) IMPLEMENTED

DWCF price stabilization policy requires prices be revised annually. The annual DWCF project was successfully completed on August 12, 2002. Approximately 2.9 million items required a price change. Overall, 49 percent of these had an increase in price and 51 percent decreased in price. The new prices were effective on October 1, 2002.

ENVIRONMENTAL REPORTING LOGISTICS SYSTEM (ERLS) DATA ENHANCEMENTS

Users of ERLS can now add local purchases and refresh the system with updated Material Safety Data Sheets imported from the Hazardous Material Information Resource System (HMIRS). In addition, security controls were added to improve the processing time for Emergency and Hazardous Chemical Inventory (TIER II)

reports. Efforts are underway to incorporate General Services Administration (GSA) acquisition and requisition data into ERLS for more complete and accurate Resource Conservation and Recovery Act (RCRA) reporting.

DOD ITEM REDUCTION WEB SITE CAPABILITY (IRWSC) SYSTEM

DLIS has been an active participant in developing, testing, and utilizing the new IRWSC System. This system provides an Internet access to activities to submit and coordinate Item Reduction Studies. On-line access via the IRWSC System provides input, download and query capabilities to users, while eliminating paper and reducing coordination time.

DEFENSE INACTIVE ITEM PROGRAM (DIIP)

As the DOD administrator, DLIS sorts items for DIIP review and coordinates them with the Military Services to ensure they are no longer needed to support the missions of DOD, other Federal activities or the international logistics community. This year 531,718 items were referred to users and 96,447 items were deactivated.

GOVERNMENT CONTRACTORS REGISTRATION PROCESS ENHANCEMENTS

The Central Contractor Registry (CCR) System is the repository of vendors seeking to do business with DOD and other Federal Agencies as required under the Federal Acquisition Regulations. Vendors doing business with the Government must provide Electronic Funds Transfer (EFT) information for payment. Following are examples of how CCR was expanded and enhanced over the past year. The Registry:

- Surpassed a record 200,000 active vendors
- Implemented a Duns and Bradstreet connect in January 2002, which provided a means for vendors to review and renew their profile on-line, reducing the validation time by half.
- Welcomed the U.S. Department of Treasury as a CCR user to register their vendors.
- Improved the on-line registration pages by enabling users to navigate the tools and menu in a quick and open format.
- Added new data choices to the

registration form to expand the business categories.

- Implemented the secure electronic correspondence software for customers with an e-mail address.
- Worked with the Small Business Administration (SBA) to streamline the registration process into their Procurement Marketing Access Network (Pro-Net) program. SBA Pro-Net vendors are now directed to register in CCR.

CATALOGING TOOL ENHANCEMENTS ENSURE FLIS DATA QUALITY

DLIS develops and maintains cataloging tools that improve the way items of supply are entered into FLIS through cataloging. The chart indicates the new products developed to assist the catalogers, which in turn improves the quality of data residing in FLIS. Catalogers use the Federal Supply Classification (FSC) system to classify all items used by the Government. The system is made up of Federal Supply Groups (FSGs) and Federal Supply Classes (FSCs). This year, a new supply class was created, FSC 1346, for Remote Munitions, to support our

CATALOGING TOOLS	TOTALS
APPROVED ITEM NAMES (AINS)	273
COLLOQUIAL NAMES	1,555
FEDERAL ITEM IDENTIFICATION GUIDES (FIIGS)	11

customers' need in identifying munitions that can be armed or disarmed remotely.

Efforts continued on the Core Characteristics Project to identify key characteristics for each commodity under review and propose updates to the associated FIIG. This endeavor aligns the present FIIG descriptive criteria to the standards and technology updates being used today by private industry. In 2002, DLIS reviewed 43 FIIGs comprised of 920 Item Name Codes (INCs).

VERIFYING AND VALIDATING DATA CONTAINED IN FLIS

Through the Government Industry Reference Data Edit and Review (GIRDER) Program, DLIS continued its intensive effort to contact manu-

facturers to ensure the accuracy of Reference Number data in FLIS. Initial contact was made with all active manufacturers in the database. Over 34,000 manufacturers responded to the reference number extracts, resulting in more than 781,000 requests for changes in FLIS. The GIRDER Program is key to maintaining accurate procurement information, which is important when Inventory Control Points (ICPs) purchase parts for the warfighter.

DEMILITARIZATION (DEMIL) CODING

DLIS carries out a critical mission by reviewing the codes assigned to NSNs that indicate the means of final disposition of an item of supply. Its charge is to protect the warfighter from facing it's own technology, by ensuring military equipment is properly disposed of when no longer required by DOD. A milestone was reached in 2002 by completing the review of over 1.5 million NSNs. We also provide critical assistance to various law enforcement activities within the Departments' of State, Justice, Commerce and Energy. During 2002, 141 special projects were completed that provided the identification and proper DEMIL requirements for 1,215 components on weapons systems such as the M1-A1 Main Battle Tank, A-10 Warthog and Hawk Missile Air Defense System.

Logistics Information Management

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Information Technology

We emphasize the importance of managing and integrating the elements needed to field dependable systems that meet identified needs. Our experience and procedures covering configuration management, system testing, and security are proven for successful fielding of systems.

TELECOMMUNICATIONS ENHANCEMENTS

The telephone system was upgraded facilitating the transition to on-line document servicing for the Battle Creek Customer Contact Center (BCCCC). Customers now have fingertip access to a variety of products enabling them to track jobs, complete trend analysis, process forms and data on-line, as well as to enhanced customer and agency information.

To control travel costs and maintain effective communications, DLIS's capability to conduct Video Teleconferencing (VTC) was expanded by installing dial-up equipment. Notably, training that was once limited to a single class-room can now be provided to larger audiences via a VTC pipeline to additional rooms. The new VTC system also facilitates meetings by providing the opportunity for attendee discussion between different rooms in the building. Additionally, we upgraded the VTC facility to support "Web Cast." This cyber-tool enables the simultaneous presentation of Internet and VTC information, creating a world-class environment, facilitating distance learning, marketing presentations and enhanced Video Teleconferences.

TRANSACTION BUILDER

A new cost-saving tool was implemented to build large volumes of transactions. Instead of inputting single transactions, the user can build up to a half million transactions at one time. The application also has a suspense file to capture the transaction output.

Approximately 2.7 million transactions have been built utilizing this tool. It has been used to streamline cataloging support and assist customers in data clean-up projects.

INFORMATION ASSURANCE (IA)

Cyber attacks from external sources have increased and continue to represent high-risk threats to all DOD systems. In response, DLIS loaded a new multi-layered Boundary Enclave security plan to our systems, which moved all components and applications to protected areas. This has greatly increased overall security and limited possibilities of cyber-attacks and terrorist threats to our systems.

DATA ADMINISTRATION

DLIS personnel attend all System Change Request (SCR), special project, and Task Order walk-throughs, insuring accountability of DLIS managed metadata. This includes the assignment of newly created data elements and data-base tables. Approximately 150 new data elements were created in 2002, resulting in numerous data-base changes and oftentimes requiring data model changes.

With the recent acquisition of ERwin, the IT industry's leading data modeling tool, we are updating the FLIS data model, and creating/updating data models for other DLIS managed automated systems including, ERLS, HMIRS, MEDALS, and CCR. DLIS also mapped FLIS data elements to SAP in support of BSM.

SYSTEM UPGRADES/ CONTINUITY OF OPERATIONS (COOP)

The ongoing COOP planning process continued in 2002. The overall Basic COOP plan and the Information Technology (IT) COOP plan were finalized during the year. A tabletop exercise of the Basic COOP plan was conducted in June 2002 with agreement to utilize the designated alternate recovery center finalized. In coordination with the Defense Enterprise Computing Center (DECC), Columbus, OH, DLIS conducted a COOP test. A mock disaster was declared on September 16, 2002, mobilizing the off-site backup location. The test helped to develop new operational procedures for incorporation into future plans and procedure manuals.

Our efforts to provide the warfighter with the right information at the right time is accomplished through increased responsiveness, visibility, and accessibility of logistics resources.

CUSTOMER SURVEYS

Customer surveys continue to be a prime tool to measure customer satisfaction with DLIS products and services. In partnership with Western Michigan University, we completed a comprehensive survey of customer satisfaction with DLIS cataloging services. This survey determined that 82.5 percent of the 633 survey respondents were very satisfied/satisfied with DLIS cataloging services and 95 percent were more/equally satisfied than they were a year ago. Two other surveys were completed this year. One obtained information to help DLA improve the DOD EMALL. The second survey analyzed logistics information problems, needs, and usage characteristics of DOD retail

supply personnel. This survey identified a number of opportunities to make DLIS products more appealing to retail users. In response to our customers' requests, more supply item pictures are being added to our FEDLOG product. DLIS personnel also developed a standard survey for DLA to measure satisfaction with all of their Customer Contact Centers.

BATTLE CREEK CUSTOMER CONTACT CENTER (BCCCC) PARTNERSHIPS

BCCCC maintained "World Class" metrics for customer service again this year, while implementing the following initiatives:

- Partnerships were established with the Document Automation and Production Service (DAPS) and HQ DLA to provide contact center support for SRWeb, the system that allows suppliers to view and bid on solicitations on the Web. BCCCC answers or routes calls relating to registra-

tion, password resets, locating and responding to solicitations, and system enhancement issues. This team approach is advantageous to DLA, as it enables organizations to use established customer support functions and latest technologies to provide 24 hour a day, 7 days a week service to customers.

- This year, as the war on terrorism was taken to the mountains of Afghanistan, warfighter calls increased dramatically. In one instance, an Air Force C-5 aircraft was grounded in Spain due to a ruptured hydraulic line. In less than four hours, BCCCC personnel were able to resolve
  ...continued...

Reaching Our Customers

Reaching Our Customers

the issue so that the aircraft could continue its mission. Numerous calls from Air Force bases supporting the B-52 fleet were also received as the venerable aircraft pounded suspected terrorist strongholds.

• To provide high quality customer service, all DLA Contact Centers are being reengineered to capture customer inquiries and resolutions establishing a world-class virtual contact center. In July 2002, DLIS was selected to host the single virtual telephone switch and Support Magic database for DLA because of our recognized leadership in developing technical solutions in support of enterprise-wide requirements.

HOSTED THE DLA CUSTOMER SUPPORT REPRESENTATIVE (CSR) CONFERENCE

In coordination with DLA, DLIS hosted the 2002 Customer Support Representative Annual Spring Conference, "Warfighter Support – Enhancing the Legacy." Over 130 representatives from across the United States, DLA Pacific and Europe participated in the annual conference which focused on a corporate approach to improved customer support to the warfighter.

MARKETING STRATEGIES

DLIS recognizes the importance of making all employees marketing agents. As a result, new internal strategies in the DLIS marketing office for 2002 included conducting quarterly "Town Hall Meetings" as a means of disseminating information to our workforce. The first "DLIS Information Fair" was held in August, providing the opportunity for all employees to market to each other what they do to help meet the overall DLIS mission.

FORWARD PRESENCE IN EUROPE CONTINUED

For the second straight year, DLIS has sent two representatives to DLA Europe each for a 6-month rotation to provide a forward presence in assisting the CSRs with training on various DLA/DLIS products and services.

DLIS is constantly exploring new solutions for America's warfighters. This is accomplished through various programs and initiatives sponsored by DOD, DLA, or Services/Agencies.

SUPPORT TO BUSINESS SYSTEMS MODERNIZATION (BSM) PROGRAM

BSM revolutionizes the way DLA does business. It enables DLA to leverage commercial best practices to conduct its supply chain business and manage supplier and customer relationships. DLIS personnel continue to be involved in many facets of the BSM program.

DLIS participated in the blueprinting, data mapping, conversion and load of data, and the development of new interfaces for the new commercial system. Existing FLIS processes and interfaces were reengineered to fit the SAP commercial data needs and to provide data-driven rather than process-driven output. The reengineered interface reduced data traffic by approximately 95 percent and eliminated the unnecessary duplication of logistics data. This methodology implements an infrastructure to support data integrity between FLIS and SAP. BSM interfaces were also established with DESEX, CCR/CAGE, EMALL, and ERLS.

To achieve integration with DLA's customers, DLIS is establishing for BSM a new DLA Activity Code with a single Source of Supply. This provides visibility of items involved in BSM to the global Logistics Community. DLIS was also involved in providing technical expertise in setting the BSM users report and print options within SAP.

HAZARDOUS MATERIALS INFORMATION RESOURCE SYSTEM (HMIRS) IMPLEMENTED

The Defense Department requires a system that can obtain, review, store, and disseminate data on hazardous materials. DLIS simplified the process of capturing and accessing Material Safety Data Sheet (MSDS) information with its newly launched HMIRS. This system is being used by thousands who handle, store, transport, use, or dispose of hazardous materials procured by DOD, GSA, the Military Services and other Federal Agencies. Information on 270,000 hazardous products is contained in HMIRS, which offers various methods to search for data along with the capability to manage MSDSs as a document and in a foreign language reducing the time to input the data by 86 minutes per MSDS. This system provides a portal for manufacturers and users in the field to submit MSDSs via the Web providing a quicker turnaround of data. Web users have increased since the implementation by 1,500 users.

Logistics Initiatives

Logistics Initiatives

The HMIRS Team was the recipient of the DLA Team Performance Award recognized at the 35th DLA Annual Recognition Program this year.

LOGISTICS INFORMATION NETWORK (LINK) ENHANCEMENTS

LINK provides a single point of entry to multiple logistics systems operated by DLA, the Military Services, and GSA. LINK supports current operations by giving supply personnel the capability to identify items, check assets, and track status in the supply pipeline. LINK processed 13 million queries, an astounding 63 percent increase over last year marking the 7th straight year for growth since DLIS received the program in FY95. The United States Marine Corps Stock Control System database was added this year providing asset visibility to Marine Corps customers. We also migrated the Army's Logistics Intelligence File (LIF) pipeline queries and the Army's Total Asset Visibility query to the Logistics Integrated Data Base. In the Air Force arena, we converted from the former Advanced Traceability And Control – Air Force system to the Air Force Materiel Command's TRACKER system, enabling RapidLINK and fast batch capabilities in the Web version of LINK (WebLINK). Finally, we upgraded our LINK servers in the Pacific and European theaters providing customers faster response times. By reacting quickly to customer needs, LINK continues to experience phenomenal program growth.

DEFENSE SUPPLY EXPERT SYSTEM (DESEX)

DESEX is an automated computer system accessed through telephone, World Wide Web or e-mail enabling submission, tracking and modification of supply requisitions. Initially established in 1991 to improve customer service at the DLA Supply Centers' Emergency Supply Operations Centers, DESEX was adopted by the Joint Logistics Services Center as a standard system established throughout DOD. In January 2000, DLIS assumed program management of DESEX. In 2002, over 6 million telephone calls, Web and e-mail requests were processed through DESEX. By using DESEX, customers are able to independently check asset availability at 15 DOD Inventory Control Points (ICPs) 24 hours a day, 365 days a year, or speak to a Contact Center Representative.
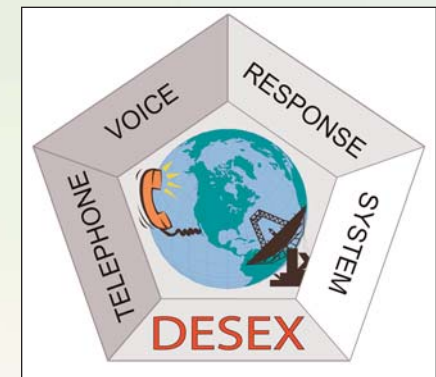
With the centralization of all DOD Cataloging at DLIS, we stand committed to improving all aspects of cataloging, expanding the opportunity for further savings and efficiencies.

THE "GOLDEN ANNIVERSARY" OF THE CATALOGING AND STANDARDIZATION ACT CELEBRATED

On July 1, 1952, Public Law 436, the Defense Cataloging and Standardization Act, was passed by the second session of the 82nd Congress. It was passed with the belief that large savings could be obtained through the use of a uniform cataloging system. The Act provided the statutory basis for the Federal Cataloging System. The 50th Anniversary of the Public Law was officially recognized by a toast from VADM Keith W. Lippert, SC, USN, the DLA Director, joined by the outgoing Commander, Colonel Philip N. Yff, USMC and the incoming Commander, Colonel Joseph D. Cassel, Jr., USMC. It was acknowledged that the cataloging system is evidence that the Government does exhibit best business practices and that commercial industry is now adopting the FCS taxonomy for use in e-commerce.

CATALOGING REENGINEERING SYSTEM (CRS)

DLIS has been actively working to integrate unique cataloging-processes of the Military Services, DLA, NATO, and other agencies into a single optimized system. The CRS will satisfy this requirement using a Commercial-Off-The-Shelf software package and tailored development. Full CRS functionality is scheduled for deployment in 2003. As a result of a study conducted last year, the Marine Corps granted DLIS approval for the Marine Corps Legacy System, TDMS, to be subsumed by CRS. This decision facilitates cataloging for the Marine Corps and provides authorized Marine Corps employees the authority to perform transactions relating to Freight; Preservation, Packing and Packaging; assignment of Marine Corps Stock Numbers; Annual Price Change Processing and the Defense Inactive Item Program. Initial deployment began last October, with complete TDMS functionality within CRS scheduled for the second quarter of FY03.

PROVISIONING ACCOMPLISHMENTS

DLIS supports the Military Services in the provisioning processes that facilitate the selection, procurement, and cataloging of supply items required for sustaining weapon systems. DLIS participated in 53 provisioning conferences this year, resulting in a cost savings from performing item entry control prior to NSN assignment. A total of 68,575 items were reviewed during the provisioning process. DLIS catalogers offered 1,827 substitutes that were approved for use by the Services in lieu of parts offered by the contractor. There were 4,792 Federal Supply Class (FSC) and Item Name changes made and 24,174 discrepancies

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Cataloging Excellence

on the contractor provided Provisioning Parts Lists (PPLs) that were identified.

The assignment of NSNs allows the Military Services to order and track supply activity through established systems and procedures, which greatly improves the Military Services' ability to logistically manage weapon systems. DLIS continues to partner with the Army and the Marine Corps to reduce timeframes. During FY02, 3,052 items were reviewed utilizing a rapid provisioning process. Provisioning output is provided to customers on 18-track cartridges, FTP, CD-ROM, or DVD, versus 9-track round tape or hard copy listings.

DLIS provided automated support by processing 7,960,305 provisioning and pre-procurement transactions. Over 2,164,465 reference number transactions matched existing NSNs. These screening actions are the first line of defense to prevent duplicate items of supply in the Federal inventory.

CATALOGING SERVICES

This year, DLIS maintained its high level of cataloging production for the Army, Navy, Marine Corps, Air Force, and DLA Supply Centers by processing and assigning NSNs, maintaining logistics data, and attending weapon system provisioning conferences in support of Service managed commodities. DLIS catalogers:

- Provided emergency NSNs in support of Operation Enduring Freedom within a 24-hour time frame.
- Processed over 800 emergency NSN requests for clothing, textiles, and special chemical and biological requirements, aircraft bushing and repair kits.
- Hosted several Synchronization Review Conferences with Army units.
- Assisted with the rewrite of Army cataloging regulation AR708-1.
- Worked with Army Research and Development Center (ARDEC) to develop a new FSC for items

armed and disarmed through remote control.
- Assigned over 20,000 NSNs for Air Force items entering the supply system and over 428,000 maintenance transactions.
- Cataloged weapons system items in support of the B-2, C-130, C-17, F-110, and F-15 Air Force aircraft.
- Performed over 8,600 maintenance actions in support of Enterprise Resource Planning (ERP) initiatives.
- Conducted liaison visits with Navy personnel to discuss issues, workload priorities, process improvements, and future initiatives.
- Participated in the Navy acquisition process.
- Provided support to many Marine Corps weapons system programs, including the Medium Tactical Vehicle Replacement, Advanced Amphibious Assault Vehicle and the 155LW Howitzer.
- Processed over 70,000 transactions on a fee-for-service basis with the Federal Aviation Administration and the National Weather Service.

- Processed 23,000 transactions for Cryptological Systems Group (CPSG) responsible for the management and repair of all DOD Communications Security (COMSEC) items.

JOINT STRIKE FIGHTER (JSF)

Due to the scope and impact of the multi-national JSF contract ($300B for 9,000 Aircraft) awarded to Lockheed Martin in October 2001, DLIS is focusing special attention on offering the full range of capabilities to the System Program Manager early on. This aircraft will provide nearly 75 percent of the tactical fighter capability for the Air Force, Navy, and Marine Corps by full deployment in 2010 and be used by a number of NATO partner countries. In July 2002, DLIS met with representatives from DDC, DSCR, and HQ J-3 to brief the JSF Lead Supply Officer, the Lockheed-Martin Supply Chain Manager, and Honeywell's 4th Party Logistics representative on DLA's capability to supply parts and other services.

The Air Force's F-22 Raptor was being deployed to initial

operational sites in mid-2002 and required sustainability. DLIS assigned over 13,000 NSNs to aircraft structural items being managed by Lockheed Martin during Initial Spares Support, along with other support on common consumable items and tools, required for depot and field-level repair and maintenance being managed by DLA, GSA, and the Air Force.

JOINT TASK FORCE FULL ACCOUNTING (JTF-FA) – CAMP SMITH

As part of an ongoing effort, DLIS supported the JTF-FA office headquartered at Camp Smith, HI, by assisting their efforts to identify missing servicemen through investigation of aircraft crash sites in Southeast Asia. The task force investigating crash sites in Vietnam, Laos, and Cambodia, uses information provided by DLIS to verify whether recovered artifacts found at the site are from specific models of aircraft flown during the war. During FY02, DLIS processed 37 requests for assistance from JTF-FA. Of these requests, 23 verified the type of aircraft or weapon system found at

the site. To date, DLIS has processed over 1,122 requests, positively identified over 280 aircraft and helped to confirm the identity of more than 53 Americans missing in action.

MINUTEMAN III UPGRADE PROGRAM

DLIS is a key member of the Intercontinental Ballistic Missile Parts, Materials, and Processes Working Group. The group's primary purpose is to ensure DLA managed parts are properly identified, retained, or procured and provided to the Prime Contractor in support of the Minuteman III Upgrade and its extended life cycle. Many challenges have confronted this working group due to the age of the Weapon System and extension of its life cycle. This year, DLIS was instrumental in the identification, reinstatement, and cataloging of approximately 20,000 parts necessary for Minuteman Weapon System sustainment through the year 2030. These reviews have improved DLA's ability to provide the Air Force with qualified parts in a timely and efficient manner.

PARTICIPATION WITH ELECTRONIC COMMERCE CODE MANAGEMENT ASSOCIATION (ECCMA)

DLIS continued to partner with ECCMA by sharing Federal/NATO Catalog Systems attributes, standards, and definitions to describe all items in the e-Commerce marketplace. This standardized structure or taxonomy, adopted by ECCMA, commonly known as the ECCMA Open Technical Dictionary (eOTD), now makes it possible for both Government and industry to standardize the description of items by using a free and open standard that allows naming, describing, and grouping items in a logical order. The eOTD may be viewed at www.eccma.org. Future DLIS/ECCMA projects include the development of a Catalog Builder (XML Catalog), a Query Builder (Parametric Query) and a Query Processor (Buy Side Catalog), all of which will be available soon via the DOD EMALL. These functions

will enable suppliers to build new catalogs, and the buyers to search for a desired item across all catalogs utilizing the new eOTD. DLIS is pleased to be a major partner in this e-Commerce initiative that promotes and recognizes the value of the Federal Cataloging System.

ARMY AND NAVY JOIN DLA IN PUTTING COMMERCIAL CONTRACTS ON THE DOD EMALL

As the DOD EMALL Operations Manager, DLIS serves as the supplier account manager for the Military Service supported catalogs on DOD EMALL. The Naval Supply Center (NAVSUP) in Philadelphia, PA and the Army Purchase Card Program both chose the DOD EMALL as their on-line credit card ordering platform during FY02. NAVSUP chose the DOD EMALL to serve as the ordering module for Navy One Touch. An initial 75 Navy commercial catalogs will be available through the

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DOD EMALL, all with a 'single sign on' capability. Another Navy initiative that will have a great impact on Navy Facilities contracts is the ability for Navy Bases to use DOD EMALL as the ordering module for their facility contracts using an Electronic Task Order (ETO) capability. In July 2002, the acting Deputy Assistant Secretary of the Army (Policy and Procurement) approved the use of DOD EMALL as the Army's purchase card ordering platform for office supplies using Army developed Blanket Purchase Agreements. The 12 mandatory use catalogs are available on the DOD EMALL. This has the potential of moving $100 million of purchase card orders to an accountable system. Both Navy and Army efforts will save the DOD millions of dollars in duplicate development costs by leveraging existing systems for DOD-wide use rather than developing new web-ordering sites. The DOD EMALL now has commercial catalogs offering over 12 million items to the Military Services and Civil Agencies.

LOGISTICS MODERNIZATION PROGRAM (LMP)
The LMP, formally known as Wholesale Logistics Modernization Program, is a partnership between the Army Materiel Command and the Computer Sciences Corporation (CSC) to replace the Army's two large wholesale legacy systems: the Commodity Command Standard System and the Standard Depot System. CSC is using SAPs ERP software to provide the Army this updated information technology. DLIS has a representative on the project responsible for ensuring Army cataloging business processes are captured correctly. The new Army system will have an interface with CRS so we can continue to provide the Army with the same service but in a more efficient way. The new system is being deployed in three increments, beginning with Communications Electronics Command in February 2003 and the last deployment scheduled for December 2003.

CENTRAL DATA LIBRARY (CDL)
The CDL contains technical data that is essential to DLIS catalogers working Supply Support Requests (SSRs) and maintenance of an existing NSN. Much of the information is readily available, in a one-stop shopping environment, through scanned images and hot links to the Cataloging Workload Tracking System. Types of data included are: technical drawings, technical information, Commercial and Government Entity (CAGE) Code and point of contact (POC) information, vendor catalogs, various historical Compact Disks (CDs), aperture card drawings, technical orders and manuals. This year, DLIS digitally scanned over 10,000 historical file folders containing data for NATO cataloging. We began bar coding the inventory of all hard copy items physically located in the CDL and eliminated backlogs for internal customers. History-scanning efforts made files available to authorized users without traveling to various locations to view the paper history file folder.

INDUSTRIAL COLLEGE OF THE ARMED FORCES (ICAF) STUDY TOUTS IMPORTANCE OF DLIS PROVISIONING SUPPORT
A study conducted by ICAF this year looked at the support provided by DLIS to new major weapon systems. The assessment sought to identify and assess DLIS's role in weapon system support and to suggest enhancements. The Army-Marine Corps Advanced Amphibious Assault Vehicle (AAAV) was used as the baseline for this study. The study team highlighted the importance of DLIS support throughout the equipment life cycle. The team found that lack of knowledge on the part of some Military Service Program Managers limited their use of available products and services. Other recommendations included expanding DLIS support through earlier involvement in acquisition programs, enhanced education and marketing.

DLIS is committed to providing logistics information to our Armed Forces, allies, and varied customers worldwide. Using technological advances and other process improvements, we continually improve our products and services to provide the best value at the right time.

ENHANCED WEB SERVICES

DLIS continued its pursuit to remain on the leading edge of technology by providing the right information at the right time to the men and women serving in the Military Services. In this pursuit, DLIS:

- Established a public web site for suppliers and customers to query on items in the Business Systems Modernization (BSM) Concept Demonstration by NationalStock Number (NSN) or Federal Supply Class (FSC). The Public Query web site of WEBFLIS at www.webflis.dlis.dla.mil/WEBFLIS/ASPscripts/Public_BSM.asp became fully operational in July

2002. Suppliers and customers use this web site to query by NSN to get the associated Part Numbers, Item Name and CAGE Codes of items in BSM Concept Demonstration.

- Augmented our Virtual Representative (vRep), "Phyllis" - a Web-based technology for delivery of logistics information using a Natural Language query. Phyllis, provides customers with accurate, detailed, and consistent information in response to their questions. Additional functionality allows Phyllis to extract focused data from FLIS on the Web (WEBFLIS), Federal Supply Class Index (H2), CAGE Code, and Business Identification Number Cross-reference System (BINCS) databases. This year, the vRep provided information on over 4,900 different topics by responding to over 45,000 questions with an overall success rate of 87 percent.

- Similarly, "ACE", a vRep was

deployed on our Intranet web page last July to answer questions requested by the Federal Center workforce. ACE currently has information on 2,100 topics pertaining to Human Resources, Organizational and Personnel data as well as on the Federal Center facilities.

- Provided an interactive e-catalog of National Imagery and Mapping Agency (NIMA) products distributed monthly to nearly 8,000 customers. A new

enhanced version of the e-catalog creates a Military Standard Requisitioning and Issue Procedures (MILSTRIP) order that can be submitted online via WEB REQ, simplifying the ordering procedure for our customers. The original NIMA e-catalog was developed in 2002. DLIS also assigns NSNs to managers for NIMA.

- Utilized the latest technology to provide data to Defense Medical

Products And Services

Products And Services

Logistics Standard System (DMLSS) medical sites. This data, previously provided on CD-ROM, is now provided to DMLSS sites via an XML (eXtensible Markup Language) enabled web service.

TAILORED DATA PRODUCTS (TDPs)

This was another record-setting year, as DLIS provided 4,770 TDPs containing nearly 6 billion records to customers. These products consisted of special extracts of data from systems managed by DLIS and other sources. DLIS delivered the tailored products to customers in a variety of media including File Transfer Protocol, spreadsheets or databases, searchable CD-ROMs, and tapes. Extracts are often used by customers to establish and update their databases, as well as to conduct special logistics studies. Other Defense Department Enterprise Resource Planning (ERP) efforts were supported with TDPs, such as the Army Materiel Command's

Logistics Modernization Program (LMP) and the Naval Air System Command's SIGMA Program.

MANAGEMENT STATISTICS

Over the past year, DLIS completed 642 customer requests for counts pertaining to data within FLIS, supporting a variety of high-profile DLA, Military, Civil and NATO projects. Such projects included BSM, the Cataloging Reengineering System (CRS), NSN Costing, Centralized Management Information (CMI), Weapon Systems data, Line Item Pricing and Demilitarization (DEMIL). DLIS was also called upon numerous times to provide statistical support to the General Accounting Office and the DOD Inspector General for audit data on various other Federal Agencies.

FED LOG CELEBRATES 10 YEARS

FED LOG, a CD-ROM product that is widely used as the logistic standard for NSN information,

celebrated its 10th anniversary on July 1, 2002. This product is offered either in the basic 4, 5 or 6 CD-ROM edition or the Digital Versatile Disc (DVD) version. Recent enhancements include: an EMALL interface, Long Term Contract information from the Defense Supply Center Columbus and an updated web page recently moved from our previous .COM address to the new dla.mil address.

EXPANDED LOGISTICS TRAINING

DLIS training initiatives continued to expand in scope and quality this past year to include:

- Established partnerships with the Defense Acquisition University and Military Service supply schools.
- Provided tailored training to Inventory Control Points, including Tank, Automotive, and Armaments Command (TACOM), Warren, MI and TACOM, Rock Island IL, Naval Inventory Control Point (NAVICP) Philadelphia, PA, Marine Corps Logistics Base, Albany, GA, and Defense Threat Reduction

Agency, Albuquerque, NM.
- Developed and delivered Business Systems Modernization (BSM) training for DLA.
- Developed and conducted the first iteration of the Logistics Development Program, an eight-week program designed to enhance DLIS journeyman technicians' knowledge of related supply and logistics topics.
- Coordinated efforts with a contractor to design and provide Logistics Exchange training to DOD and contractor personnel to enhance skills in the use of logistics tools for supply chain management.
- Expanded the Distributed Learning training products, to include new Computer Based Training (CBT) programs on CD-ROM along with web-based versions available on the DLIS Web site.
- Developed a new "LINK Refresher Course" for transmission via satellite. In this medium, a live instructor leads students in remote locations through the basics of LINK (Logistics Information Network), utilizing an existing LINK CBT.

As the National Codification Bureau for the United States, DLIS identifies and catalogs U.S. manufactured items for NATO and other allied governments. Other responsibilities include cataloging of NATO items, providing training and technical support in international codification, and representing the United States on NATO and Pacific area cataloging committees and working groups. For more information about this important international mission visit our web site at www.dlis.dla.mil/nato/default.asp

THE U.S. NATIONAL CODIFICATION BUREAU (NCB)

Almost one-third of the annual new NSNs assigned by the U.S. are in support of our allies. This volume reflects the significant place in the worldwide defense market held by U.S. equipment. Over the past year, 40,650 requests for U.S. NSN assignments were processed, as well as over 7,059 U.S. requests for NATO NSN assignments. Advanced collaboration between DLIS and our allied nations counterparts has expedited the provisioning of such foreign source equipment as the Dry Support Bridge (United Kingdom), the Interim

Armored Vehicle (Canada), the 155 MM Light Howitzer (United Kingdom) and the Rapid Emplace Bridge and Improved Ribbon Bridge (Germany).

The NATO standard for processing cataloging requests has successfully been reduced from 120 to 90 days, with further reductions under discussion. Actual performance over the year has averaged between 35–45 days. Goals for processing of international cataloging maintenance requests are also being achieved. Each NCB is responsible for assigning Commercial and Government Entity (CAGE) Codes to their national companies. To facilitate this process, DLIS implemented an Internet accessible form for requesting a CAGE Code, which can be automatically e-mailed to the appropriate NATO NCB for action.

MULTILINGUAL PUBLICATION PROTOTYPED

The NCS is based on standards for naming and classification that are used worldwide. Currently, the NCS naming and classification directory is published by DLIS in English and French, the two official NATO

languages. DLIS has produced a prototype of a "multilingual" version, which includes information on NATO Supply Groups, NATO Supply Classes, and Item Name Codes. Countries that submitted data in their native language include: Hungary, Poland, the Czech Republic, Spain, Canada, Germany, Netherlands, France, and Italy. Plans are to accommodate additional language characters including Cyrillic and Asian, and to have a production version in 2003.

INTERNATIONAL STUDENTS TRAINED

Working with the Theater Commands, DLIS participated in cataloging seminars in Lithuania, Thailand and Singapore and provided orientations at the Korean NCB in Seoul. During these events, a comprehensive overview of the NCS standards was provided addressing how cataloging fits into the logistics system. DLIS also hosted delegations from Egypt and

International Support

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International Support

Guyana and provided classroom training through FMS to students from Denmark and Norway.

The premier training event of the year was the third annual "NCB College." Sixteen allied logisticians from around the world attended this eight-week program. The program includes training in provisioning, cataloging, retail and wholesale U.S. logistics operations, and detailed reviews of the major functions of a National Cataloging Center. Nations represented this year were: Austria, Croatia, Czech Republic, Ecuador,

Egypt, Estonia, Korea, Lithuania, Macedonia, Mexico, Slovakia, Thailand, and the United Kingdom.

CONTINUED EXPANSION OF THE NATO CODIFICATION SYSTEM (NCS)

The NCS, based on the U.S. Federal Catalog System, is the cataloging system shared by the member NATO countries and 28 additional countries. DLIS represents the United States on the NATO Group of National Directors on Codification, as well as on the Pacific Area Cataloging System (PACS) Forum. DLIS takes a lead-

ing role in encouraging the use of the system outside the NATO alliance. During 2002, two more nations entered "Tier Two" status in the NCS. Tier Two nations are now New Zealand, Australia, Singapore, and Brazil. This means that the U.S. catalog will use the NSNs and CAGE Codes assigned by these countries within our Federal Catalog. Also, South Africa and Russia applied for and were approved for basic sponsorship in the NCS. This year also marked the beginning use of the NCB Country Code "20" by Canada within the NSNs that it assigns which relate to Canadian manufactured products.

The NCS benefits the U.S. by increasing the market for its products and services and by promoting defense cooperation with allies around the world. It also supports Foreign Military Sales (FMS) since it provides the common language that all parties can use in this process.

WEBLINK INTERNATIONAL

WEBLINK International is the premier DLA 'self-help' data research tool available to the international logistician. Established in October 2001, its use has grown significantly over the past year. WEBLINK International provides a web-based, one-step access to multiple databases for FMS customers to identify items, check assets, and check status in the supply pipeline. It provides product data and status by the user's country and Military Service, thus assuring protection of data. Best of all, there is no charge for authorized users, either for system access or for user training. For more information on about WEBLINK International go to: www.dlis.dla.mil/link_international.asp

We are proud to embrace programs and opportunities that support the well being of every employee working at the Battle Creek Federal Center. Concerted efforts are made to create a work environment and climate that reduces stress and motivates employees.

FAMILY SUPPORT INITIATIVES

The Secretary of State's Mobile Office was brought on the Federal Center grounds twice this year. The Mobile Office enabled employees to obtain their drivers licenses and personal identification cards, license plates and tags, vehicle and watercraft titles and registration, and voter registration. One-hundred-seventy-five transactions were processed involving over 100 employees.

The Family Advocacy Program (FAP) received the "Ann Shafer Community Service Award" for its outstanding contributions to community human service. Approximately 2,700 employees participated in 79 educational classes, some of the most significant being: Workplace Violence Training, a session on the Michigan Child Protection Law, "The Confident Communicator", a workshop on the book "FISH", and numerous others addressing parenting skills, stress management and couples communication.

Federal employees raising a family member's child benefit from an in-house statewide Kinship Care Support Group. Participants in this monthly group receive legal services, family life education, along with the social support of other caregivers.

The Relocation Assistance Program (RAP) is designed to assist employees in relocating by reducing their stress through education, counseling, and stress management workshops. During 2002, the RAP provided 90 new employees with relocation planning information and referrals to community organizations tailored to their needs. In addition, DLIS continues with outreach to the active duty military and their families. This year, DLIS participated in two deployment briefings with local military organizations by distributing packets containing monthly financial worksheets and separation and readiness checklists.

ON-SITE CHILD CARE

Assisting employees to meet their child care needs continues to be a major emphasis of our program. This year, tuition assistance was provided to over 50 families attending our on-site child care center. Tuition assistance provides an opportunity for Government employees to enjoy a quality center at an affordable price. The Summer Program this past summer had the largest participation since its inception with over 33 children ranging in age from 5 to 12 years.

HEALTH AND FITNESS

Significant strides were made in the Fitness Program this year as we replaced all of the cardiovascular equipment, upgraded locker rooms with improved air conditioning and water heating systems, provided towel rentals, and extended hours of operation. DLIS sponsored numerous fitness classes, programs and events, including aerobics and yoga. Additional services offered included spousal membership, massage therapy, and intramural softball, volleyball and basketball. Total program enrollment for 2002 was 1,300 members, an increase of 200 over the previous year. Daily usage of the program averaged approximately 300 participants. With respect to special events, approximately 550 employees participated in the annual Federal Employee Fitness Day, another 50 employees joined the

Combined Federal Campaign 1 mile and 5k Walk Run, and over 165 employees enjoyed the annual citywide Cereal City Corporate Cup.

INFORMATION, TICKETING AND REGISTRATION (ITR)

This office provides specialty memorabilia of the Federal Center and discount tickets to attractions around the United States. This year proved to be profitable as sales rose 12 percent over last year. As a result, the Morale, Welfare, and Recreation (MWR) Program was able to sponsor the agency picnics and an ice cream social for all Federal Center employees during the Combined Federal Campaign (CFC) Kick-off.

Quality of Life Programs

Celebrating Diversity

Throughout the year, we celebrated cultural awareness through various special emphasis activities and events, recognizing the unique talents that employees of all backgrounds bring to the workplace.

JANUARY - DR. MARTIN LUTHER KING, JR. COMMEMORATIVE PROGRAM

Dr. Carrie Washington, of Orange, NJ, spoke to a capacity audience on January 11, 2002 about the life and legacy of Dr. King. Ms. Marquetta Frost was the musical guest. The Honorable Brian Kirkham, Mayor of Battle Creek presented a proclamation to the Battle Creek Federal Center designating the National Holiday as Dr. Martin Luther King, Jr. Day in Battle Creek.

FEBRUARY - AFRICAN AMERICAN HERITAGE MONTH

The theme for African American Hertiage Month was "Journey to Freedom: The Struggles, Trials and Triumphs". On February 7, 2002 Dr. Howard Dodson,

Director of the Schomburg Center for Research in Black Culture in New York City, spoke to employees about African American art and artifacts. The celebration concluded with a Community Luncheon on February 28, 2002, with Ms. Tina Allen, International Fine Arts Sculptor and Artist, Los Angeles, CA, as the keynote speaker. Ms. Allen spoke to some 300 attendees about creating positive images of African Americans.

MARCH - NATIONAL WOMEN'S HISTORY MONTH

The Federal Women's Program Committee sponsored a workshop on March 27th featuring Ms. Flora Esman, Ph.D, founder of Stress Solutions Seminars as keynote speaker. Dr. Esman demonstrated techniques showing employees that they can be more stress free using traditional and non-traditional holistic approaches to managing stress and promoting health. In recognition of Women's Equality Day, Dr. Irene Vasques, Ph.D performed "LaMalinche", based on the true story of a Native American Woman's life, and the importance of respect, loyalty, and honesty.

MAY - ASIAN/PACIFIC AMERICAN HERITAGE MONTH

The kick-off event for Asian/Pacific American Heritage Month, May 1st, was a "Taste of Asia" with ethnic food booths setup representing India, China, Korea, and Japan. Dr. Mark Crapo and his Troupe demonstrated "Aikido" a form of Japanese Martial Arts. The Chinese "Great Wall Chorus" and the Philippine Folk Troupe Dancers also performed. Keynote speaker, Xiaojun Wang, Ph.D., spoke on the theme "Unity In Freedom" at the formal program on May 15th. The Chinese Association Folk Dancers performed four different Chinese cultural dances and educational information was displayed throughout the month.

MAY - HEARING AND SPEECH LOSS PROGRAM

A "Better Hearing and Speech" Program, with emphasis on hearing loss, was also held at the Federal Center in May. Keynote speakers were Ms. Janet Hunn, RN, Certified Occupational Health Nurse at the Federal Center, and Linda Sykora, Program Coordinator DeafLINK Interpreter Referral Agency. Ms. Hunn spoke

on how to detect a hearing loss in yourself or your child, where to go for testing and on the value of hearing aids. Ms. Sykora, provided her insights into sign language and the culture of the Deaf and hard-of-hearing communities.

MAY - CINCO DE MAYO CELEBRATION

The Federal Center held its celebration with a program featuring Ballet Folklorico Fantasia, youth dancers ranging in age from 4 to 24. After the performance an ethnic food taste festival was held.

SEPTEMBER - HISPANIC HERITAGE MONTH

A community luncheon was held on September 21st featuring keynote speaker, Dr. Carmen Tafolla. Dr. Tafolla is an internationally acclaimed poet, author and speaker on multicultural issues. A seminar for Federal Center employees was held with Mr. Harry Rodas, CEO of the Institute for Professional Studies. At the conclusion of this program, 12 local area elementary, middle and high school students were presented with "Personal Growth Awards" for overcoming any type

of obstacle, event or experience that the student has overcome to help them grow, scholastically and personally. In addition, four High School Seniors received scholarships from the Federal Center Hispanic Employment Program Committee.

NOVEMBER - NATIVE AMERICAN HERITAGE MONTH

Keynote Speaker, Donovin Sprague, a descendant of Chiefs Crazy Horse and Sitting Bull, presented "A Lakota Sioux Overview of the Battle of Little Big Horn" to over 400 Federal Center and community attendees on November 15th.

SIGN LANGUAGE CLASSES

Because of its popularity, DLIS again offered sign language classes for eight weeks last Spring. Nine beginner and 11 intermediate employees completed the course. Beginner students conversed with reasonable fluency using finger spelling, hand-shapes, facial expressions, and simple sentences. Students from the intermediate class were given more challenging dialogue pieces, finger spelling drills, and impromptu situ-

ations using sign language. Both classes learned aspects of the Deaf culture and had the opportunity to ask questions of Deaf employees who assisted with instruction.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) TRAINING CONFERENCE HELD

This past year, training was provided to approximately 60 EEO Counselors and Cultural Diversity

(CD) Representatives to help them better understand their roles and responsibilities. The training focused on the 29 Code of Federal Regulations (CFR) 1614, Multicultural Diversity Festival, Reach Equitable Solutions Voluntarily and Easily (RESOLVE) Program and the Diversity Principles, Prevention of Sexual Harassment, American Disabilities Act and Veterans Preference.

Celebrating Diversity

Community Involvement

As part of the Federal Center community, DLIS continues to be highly recognized in the Battle Creek area due to the outstanding volunteer efforts and commitment of our employees.

EMPLOYEES UNITE TO BATTLE HUNGER

Sponsored by the American Federation of Government Employees (AFGE) Local 1626, employees of the Battle Creek Federal Center collected more than 2,600 cans of soup for the Food Bank of South Central Michigan's Canned Sculpture Exhibit 2002. This event was one of the Spring Food-Raisers that helps feed more than 58,500 people each year. Area businesses and organizations made up the teams that collected canned goods and create sculptures displayed at the mall. People in the community voted for their favorite sculpture by completing ballots along with a dollar donation. The sculpture featuring a scale model of the Federal Center built from soup cans, won the Food Bank Choice Award and the Peoples Choice Award which came with a $350 donation to the Food Bank.

HALLOWEEN ZOO BOO

Trick-or-treating is not just for kids. This year once again the AFGE Local 1626 and the Quality of Life Program teamed together to sponsor two of the 10 stations at the annual Binder Park Zoo Boo Festival. The event, which provided a "merry, not scary" atmosphere, raised funds to support the long Michigan winter for the animals at the zoo. It was attended by more than 35,000 people. Over 120 Federal Center volunteers, dressed in Wizard of Oz costumes passed out candy to the children.

BLOOD DONATIONS

During four blood drives, this past year DLIS employees continued the tradition of providing excellent participation and support to the American Red Cross by donating over 508 pints of blood.

COMBINED FEDERAL CHRISTMAS – A TIME FOR SHARING

Thanks to the generosity of DLIS employees, baskets of food and gifts were provided to 93 families, 136 adults and 149 children, to make the holiday season a little brighter in support of the local Salvation Army Adopt-A-Family Program.
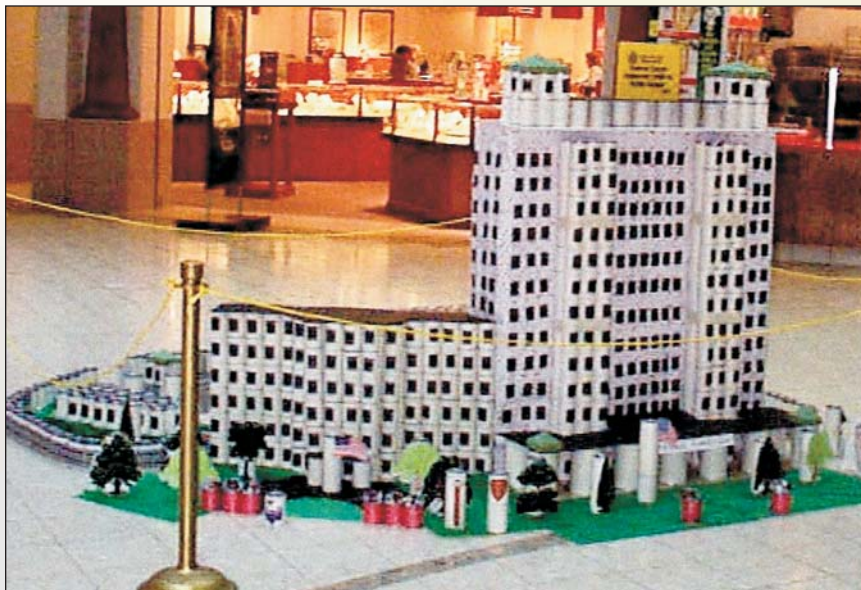
AREA SCHOOL CHILDREN TUTORED

Each year, the Adopt-a-School program provides DLIS employees an opportunity to mentor and tutor students from Battle Creek area schools. This DOD program began under President Reagan and benefits both the Government and the community. Employees act as role models, motivating students and enhancing their academic abilities, while being a "good neighbor" in the community. For the 2001-2002 school year, 100 DLIS employees participated in the program.

EMERGENCY SERVICES/ COMMAND CONTROL CENTER

In January 2002, DLIS assisted the Battle Creek Police Department in fielding an Explosives Ordnance Disposal (EOD) Team. When this team is fully operational, response times to bomb threats at the Federal Center awaiting the Michigan State Police unit from

Lansing will be reduced from hours to just minutes. While the Federal Center is a major beneficiary of this EOD unit, its existence also benefits the entire community, as Battle Creek is the location for a Regional Response Team for Weapons of Mass Destruction incidents.

CAMPAIGN (CFC)

In 2002, DLIS employees raised donations totaling over $123,000, far exceeding the goal of $110,000. Individual donations were supplemented with special fundraisers and other activities during the CFC kickoff celebration.

ENVIRONMENTAL STEWARDSHIP

Changes in technology and equipment enabled DLIS to eliminate the generation of hazardous waste. Through an active recycling program, the Federal Center achieved a 47 percent solid waste diversion by recycling 10 different items. As a member of the DOD/Michigan Pollution Prevention Alliance, DLIS

partnered with the Michigan Department of Environmental Quality to host a full-day pollution prevention/regulatory workshop for DOD entities in Michigan last February. This was the first workshop in Region 5 sponsored entirely by a DOD/State P2 Partnership/Alliance targeted for DOD personnel and served as an example for other states to emulate.

Community Involvement

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